

## Withdrawals, Refunds and Appeals

Before any student makes the decision to withdraw from a programme of study, it is very important that they contact our Student Administrator, to discuss the challenges and/or issues they are facing and to talk through their study options that are available to them.

It is important for all students to know that once they withdraw from a programme of study they will not be accepted back into the course at a later date unless there has been extenuating circumstances for their withdrawal. These extenuating circumstances are for example, personal illness, or a bereavement in their immediate family.

Should they wish to re-enrol following self-withdrawal, withdrawal, non-completion of their programme of study, they will be required to submit a formal letter, in writing, to the Operations Manager at International Culinary Studio explaining in detail why their previous programme of study was not completed and how their circumstances have now changed in order that they believe they can now complete and dedicate the required time to their studies. We will require a detailed study plan submitted alongside this letter indicating how their studies will fit into their life.

Once International Culinary Studio have received their application a decision will be made. Students may be declined permission to enrol in any further qualifications at International Culinary Studio, based on the following:

- Serious misconduct, including breach of our Code of Conduct found in our Student Handbook.
- Failure to complete a programme of study within the course duration set.

Exceptions may be made in extenuating circumstances as detailed above.

It is important to note that ANY student that is withdrawn or self-withdraws from a programme of study, will be required to submit all the necessary enrolments documents again if they wish to return to their study.

### **Student Initiated Withdrawal Procedure:**

1. Any student that wishes to withdraw from their current programme of study must contact our student administrator either by email or letter, detailing their intention and the reason for the withdrawal.
2. Should a student withdraw from their programme of study within the first 8 days from the start of their programme of study, will be subject to our refund policy and will be entitled to a full refund less 10% or \$500 administration fee, whichever is the lesser amount, provided that all relevant withdrawal paperwork is received. If a login has been issued to the student, the student will also be withdrawn from our Student Learner System.

### **International Culinary Studio initiated withdrawal:**

International Culinary Studio may withdraw a student according to the Ministry of Education guidelines, and any student that has become inactive in their programme of study or has failed to

submit the necessary assessments (both theory and practical) and has failed to respond to telephone calls from their Chef Instructor and/or Student Administration (i.e has effectively 'dropped out') may be withdrawn if they have not applied for an approved extension.

Students who have been withdrawn from their programme of study (and who do not fall within the initial 8-day withdrawal period as per our refunds policy) are not eligible for any refunds. Students who are withdrawn may be entitled to repeat their programme of study subject to the full enrolment process being repeated and final approval by the Operations Manager.

**IMPORTANT for all students to note: Students who repeat their programme of study may or may not be eligible for Ministry of Education funding or student loans (depending on government policies at the time)**

**International Culinary Studio Withdrawal Procedure:**

1. International Culinary Studio will notify students in writing (email and on the student learner messaging system) when they have failed to submit assessments.
2. This email shall detail where the student should be within their programme of study and where they actually are and the student is required to make contact with their chef instructor urgently to rectify the situation. If the student does not make contact and does not finish the assessment, they will be deemed to have 'dropped out' of their programme of study and International Culinary Studio will withdraw them.
3. Failure to meet the terms of this notification/warning letter will result in the student being withdrawn from their programme of study.
4. Any attempt to re-enrol at International Culinary Studio will be subject to the approval of the Operations Manager and in consideration of International Culinary Studio, NZQA and/or Ministry of Education policies and requirements at the time. Any approval for re-enrolment of 'withdrawn students' shall be made by the Head Chef Instructor and Operations Manager on a case-by-case basis.